

Information Technology Resource Management Council (ITRMC)

Meeting Minutes

(Approved by Council February 20, 2002)

December 7, 2001

8:35 to 10:50 a.m., East Conference Room, Joe R. Williams Building
700 West State Street, Boise, Idaho

The December 7, 2001 meeting of the Information Technology Resource Management Council (ITRMC) was held in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

CALL TO ORDER, WELCOME

Pam Ahrens, Council Chairman, who welcomed members and guests present, called the meeting to order.

ATTENDANCE

Members/Designates Present:

Mrs. Pam Ahrens, Dept. of Admin., Chairman
Senator Hal Bunderson, Idaho Senate
Representative Lee Gagner, Idaho House
Mr. Karl Kurtz, Dept. of Health and Welfare
Senator Bert Marley, Idaho Senate
Mr. Gary Stivers, State Board of Education
Mr. J.D. Williams, State Controller
Mr. Steve Wilson, Idaho State Tax Commission
*Mr. Rich Mincer, Dept. of Education
*Major Dave Rich, Idaho State Police
*Mark Richardson, Idaho Transportation Dept.

*Designate

Absent Members:

Mr. Dwight Bower, Idaho Transportation Dept.
Mr. Ken Harward, Assoc. of Idaho Cities
Dr. Marilyn Howard, Department of Education
Mrs. Mary Elizabeth Jones, College of Southern Idaho
Mr. Roger Parks, JR Simplot Co.
Mr. John Peay, Idaho Supreme Court
Colonel E.D. Strickfaden, Idaho State Police
Open position (member of the Idaho House)

Others Present:

Mr. Scott Belte, Groundwork Consulting
Mr. Nathan Bentley, ITRMC Staff
Mr. Scott Cantor, CDHD
Ms. Carla Casper, Dept. of Administration
Ms. Dena Duncan, Dept. of Administration
Mr. Rich Elwood, ITRMC Staff
Mr. Bill Farnsworth, ITRMC Staff
Mr. Don Fournier, ITRMC Staff
Ms. Liza Fox, Idaho Transportation Department
Ms. Emily Gales, ITRMC Staff

Mr. Bob Hunter, Intermountain Technology Group
Mr. Mark Little, Division of Purchasing
Mr. John McAllister, Department of Labor
Ms. Sara Nye, Office of the Governor
Mr. Joe Roche, Department of Administration
Ms. Carol Silvers, Idaho State Library
Mr. Scott Somerhalder, Access Idaho
Mr. Rob Spofford, Dept. of Water Resources
Ms. Nancy Szofran, State Board of Education
Mr. C.E. Wright, Dept. of Health and Welfare

MOTION TO APPROVE AUGUST 29, 2001 MINUTES

Senator Hal Bunderson moved and Senator Bert Marley seconded a motion to approve the August 29, 2001 ITRMC Meeting Minutes, and the motion was passed unanimously by the seven voting members present. *Affirmative votes were subsequently obtained from other members, bringing the total vote in the affirmative to thirteen.*

MOTION TO APPROVE OCTOBER 2, 2001 and OCTOBER 17, 2001 MINUTES

A motion was moved and seconded to approve the October 2, 2001 ITRMC Meeting Minutes, and the motion was passed unanimously by the seven voting members present. *Affirmative votes were subsequently obtained from other members, bringing the total vote in the affirmative to thirteen.*

ITRMC IT ENTERPRISE STANDARDS

5000 – Information and Data, Category 5110 Metatags

Chairman Pam Ahrens asked Bill Farnsworth, ITRMC Staff, to address the Council. Mr. Farnsworth advised that John Peay, Idaho Supreme Court, had presented the metatag standard at ITRMC's August 29, 2001 meeting. Due to time constraints, the standard was not voted on at that time. The Metatag Work Group chose a core group of standards for metatags. The tags help search engines to find relevant web pages. There were several international standards evolving, in which the Work Group would be monitoring. Farnsworth also mentioned the state's Record Management Task Force would be looking at the records retention issue.

MOTION TO ADOPT ITRMC IT ENTERPRISE STANDARDS 5000, CATEGORY 5110

Karl Kurtz moved and Steve Wilson seconded a motion to adopt ITRMC IT Enterprise Standards 5000, Information and Data, Category 5110 Metatags, and the motion passed unanimously.

2000 – Software – Desktop & Notebook, Category 2120 Electronic Mail – Messaging

Farnsworth advised Category 2120 Electronic E-mail – Messaging of Enterprise Standards 2000 was an update of the Standardization Policy adopted in December 2000, which has been separated into individual standards. Microsoft products were listed under 'Approved Products' in Category 2120. The Microsoft products will facilitate integration, including handheld devices, calendar systems, and voiceover IP networks.

Discussion

Rich Elwood, ITRMC Staff, spoke of preliminary research done with regard to the number of e-mail servers that existed in the state. In the *state.id.us* domain, 46 mail servers had been found. Said Elwood, adopting a common e-mail standard would enable the process to move forward with a shared statewide e-mail system. He also mentioned that more than 70% of state agencies were already using Microsoft Exchange and Outlook; a number of other agencies were using GroupWise (Novell).

Major Dave Rich, Idaho State Police, advised Microsoft Exchange was the number-one e-mail server, and most susceptible to viruses. He added that adopting the standard would mean encumbering the state's IT staff with additional challenges. There was also discussion on the identification of product versions in the standard. Bill Farnsworth advised versions were identified to allow for the opportunity to explore new versions as they are introduced to ensure they would be a good choice for adoption. He also noted it was true that, as the most widely used e-mail system, Microsoft Outlook was attacked by viruses – a disadvantage the state would have to deal with if this standard were adopted. Rich Elwood advised that, worldwide, GroupWise held about 4% of the market. Further, after monitoring Novell over the past 3-4 months, the ITRMC Staff found a lack of investment in keeping its GroupWise product current, and that companies writing products that could integrate with it were not investing in GroupWise (i.e. Windows XP does not interface with GroupWise). Moving toward a single product would help leverage resources in the state, especially pertaining to security issues, he said.

There is a two-year implementation timeline for all ITRMC standards. There is also an agency exemption process in place. (For more information go to <http://www2.state.id.us/itrmc/stateplan/policies.htm#1010>.)

MOTION TO ADOPT ITRMC IT ENTERPRISE STANDARDS 2000, CATEGORY 2120

Senator Hal Bunderson moved and Karl Kurtz seconded a motion to adopt ITRMC IT Enterprise Standards 2000, Software – Desktop, Category 2120 Electronic Mail – Messaging, and the motion passed unanimously.

2001 DIGITAL GOVERNMENT BOOT CAMP

Chairman Ahrens called on Rich Elwood to come before the Council. There was brief discussion on the state's newly implemented identification badges. Mr. Elwood advised 245 people were pre-registered for the 'Boot Camp'. Of those, 193 picked up nametags at registration; there were 47 additional on-site registrants. Also, approximately 50 people participated in 'Best Practices' booths, and 10 volunteers from the Department of Administration helped with registration and security. He then reviewed cost figures for the 'Boot Camp' with the group. Sponsorship of corporate partners, combined with donated speaker fees, covered about 77% of total costs; some other private companies had expressed interest in being involved in the 2002 Digital Government Boot Camp.

About 18% of all 'Boot Camp' attendees submitted evaluations. Dr. Jerry Mechling, keynote speaker, was voted the best speaker, followed by Ed Fraga, the 'Best Practices' booths, Gina Smith, and the panel discussion. The overall rating for the conference was 3.98 on a scale of 5. The Awards Luncheon was also well received.

Elwood then suggested a '**Technology Day**' – highlighting 'Best Practices' booths – be held in the Capitol Rotunda during the upcoming legislative session. If approved, the focus of the 'Boot Camp' program would be altered to include one-hour afternoon breakout sessions to provide topics that would be of importance to policy makers. Council members then made suggestions on dates to hold the proposed Technology Day. There was more discussion on the logistics of holding the sessions. The ITRMC Staff was directed to find a date in January 2002 to conduct Technology Day.

DEPARTMENT OF LABOR

(Refer to slide presentation: Internet Self Registration for Work)

Chairman Ahrens introduced **Brett Richard** to demonstrate an application developed by the Department of Labor. Mr. Richard introduced himself as Labor's Development Manager, and acknowledged the Department's 2001 ITRMC IT Achievement Award in the category of Service Applications. He then provided background on and presented a live demonstration of the award-winning application, **Internet Self Registration for Work**.

Discussion

There was discussion regarding integration with the application to the Division of Human Resources' (DHR) system. Richard advised all state jobs listed with DHR were held in Labor's database. Also, the Department was working jointly with DHR on a project to replace DHR's Applicant Tracking System.

Discussion was raised on the cost-containment of the application. There was also discussion on a shared/common database for applicants (mass customization).

Mr. Richard advised Labor was undertaking the integration of its Unemployment Insurance Program and Job Service function.

WORK GROUP / COMMITTEE UPDATE

SATAD (Secure Access to Applications and Data) Work Group

Chairman Ahrens asked **J.D. Williams** to give a SATAD Work Group update. Mr. Williams explained the identification of individuals and the authentication and access/integrity of information were large components of the project. He then referenced the National Electronic Commerce Coordinating Council (NECCC) Symposium 2001 White Paper, Enterprise Electronic Government: E²Gov, which outlines how to adopt enterprise electronic government. An example of what is needed to do this is **standards for digital signatures**, a project being undertaken by the SATAD Work Group. A legal council review of various certificate policies and request for proposals (RFP's) in the process of being prepared had been taking place since May 2001. As presented at the August 29, 2001 Council meeting, the Work Group decided the State of Washington's outsource model would be best suited for Idaho; and the Group would build upon Washington's model. With the help of key Work Group members, **Mark Little (Division of Purchasing) was in the process of developing an RFP**. In order for those who bid to know what is expected of them, technical specifications from certificate policies would be part of the RFP. Williams then described how digital signatures would be incorporated into the Department of Health and Welfare's **Health Insurance Portability and Accountability Act (HIPAA)** obligations.

Mr. Williams proposed that work proceed on the RFP, and that Mark Little consult with the Attorney General's office to receive input on what parts of a certificate policy should be included.

Although the project was delayed in order to thoroughly examine the legal ramifications, the Work Group would continue to move forward.

Idaho Geospatial Committee (IGC)

Chairman Ahrens invited **Liza Fox**, IGC Chair and Idaho Transportation Department, to speak. Ms. Fox proceeded to provide the first report of the Idaho Geospatial Committee. All stakeholder groups of the IGC were present at its first meeting (October 19, 2001) with the exception of a Tribal representative. As identified in Executive Order 2001-07, IGC members adopted by-laws, which give authorization to establish AdHoc subcommittees to look at specific issues. The Committee set up three such subcommittees dealing with: data clearinghouse issues, GIS (geographic information systems) standards, and IDTM (Transverse Mercator) conversion. Technical working groups (TWG's) – fundamental framework data sets – have also been established. Emerging issues such as IT/GIS integration were discussed, as well as opportunities for collaboration. Since then, thirteen members of Idaho's GIS community (along with those in Oregon and Washington) were involved in an urgent regional meeting held in Portland, Oregon, called by the Office of Management and Budget and US Geological Survey. The two federal groups wanted to discuss how data development could be coordinated, as President Bush has put forth an initiative to learn of the location of every "manhole" in the nation. A federal Financial Solutions Team has estimated it would cost an average of \$30M - \$50M per state over a five-year period to develop the data requested – an implementation plan. The IGC has adopted the **Utah Framework Implementation Team Plan**, one of four state plans developed thus far. The IGC's TWGs are charged with bringing state, local, and Tribal groups together to identify the use and integration of critical elements/resources already in place. This information will be included in Idaho's framework I-Team plan.

The next IGC meeting was scheduled for February 7, 2002. The group planned to bring recommendations to ITRMC for consideration at its next regularly scheduled meeting.

IT SECURITY PLAN

(Refer to handout: IT Security Plan discussion)

Don Fournier, ITRMC Staff, addressed the Council. In correlation with the White Paper/enterprise architecture handed out by State Controller Williams, the Staff would speak of an enterprise security layer in support of digital government efforts the state is moving toward, said Fournier. He offered some background information behind IT security planning for the State of Idaho. He then proposed the formation of a work group that would address the issue and work toward the creation of a statewide IT security plan. Mr. Fournier's proposition included a suggested chair (Karl Kurtz) and participating agencies to contribute to the collaborative effort. He then outlined primary concerns that would need to be involved in the process.

Discussion

Representative Lee Gagner initiated discussion regarding the ten domains of IT security. Some examples of the ten domains are business recovery, system access control, and systems development and maintenance methodologies.

Senator Bert Marley recommended a local government representative(s) be included as a member of the work group. Fournier agreed local government participation would be critical.

Karl Kurtz, Department of Health and Welfare, who had previously agreed to chair the work group, noted IT security planning was a critical issue as the state continued to move toward digital government.

There was general consensus among Council members present to move ahead with the formation of an IT Security Plan Work Group, with Karl Kurtz as Chairman.

DIGITAL GOVERNMENT CONCEPTUAL ARCHITECTURE

(Refer to handout: Digital Government Conceptual Architecture)

Chairman Ahrens asked **Rich Elwood**, Statewide IT Coordinator, to address the Council. Mr. Elwood advised the architecture was an outgrowth of a request made by the Council to the ITRMC Staff at its August 29, 2001 meeting: to examine the shared e-mail service process and how it would fit into a state organization. It is an adjunct to the State IT Plan adopted by the Council. Put simply, a digital government conceptual architecture involves secure services provided by the state – in a digital format – to citizens through Access Idaho. These services rest upon the foundation of the state's infrastructure and shared services, which are governed by policies, standards and guidelines adopted by the Council.

In order to move forward with research on the issue of a shared e-mail service for the state, on behalf of the Staff, Elwood proposed the formation of a work group comprised of major state agencies. Steve Wilson had agreed to chair the work group. Roger Parks had also agreed to join the group. Mr. Elwood advised a number of major decisions would need to be made, as well as major areas investigated. This would not be an easy task. The objective would be to come forth with an implementation plan, if that were the decision of the work group. This is an obvious opportunity to take an enterprise view for the state, Elwood said.

Discussion

Steve Wilson, Idaho State Tax Commission, agreed this would be a large undertaking. A very important part would be to develop some very good background information to ensure a quality recommendation is brought forth to the Council.

There was general consensus among Council members present to move ahead with the formation of a Shared E-Mail Service Work Group, with Steve Wilson as Chairman.

Chairman Ahrens mentioned that Rich Elwood had done some research for Representative Leon Smith with regard to the total statewide information technology expenditure for fiscal years 1999, 2000 and 2001. Elwood then reviewed the figures with the Council. The Chairman noted it was the focus of the Council to coordinate these expenditures.

BRIEF UPDATES

IDANET

(Refer to handout, IDANET Brief)

Chairman Ahrens called on **Joe Roche**, Division of Information Technology and Communication Services, to report to the Council. Mr. Roche advised there were two major areas of effort relating to recent IDANET activity. Early on, the IDANET team attempted to acquire telecommunications services by region. In June 2001, bids were issued for Region One (Idaho's northern panhandle).

The bid responses had been evaluated; the evaluation team found, to some extent, that the responses had fallen short of expectations. The IDANET team was to organize a clarification and negotiation effort with bidders to discuss the issues. In November 2001, the process moved on to the issuance of bids for Region Two (Lewiston to Boise County) and Region Six (Salmon to Idaho Falls). The team expects to be in a position to have evaluated the bid responses and either award the bid or negotiate with bidders by March or April 2002. Further, bids for services to connect the northern and southern parts of Idaho had been released some time ago. Though responses were received, the bid had not yet been awarded. This was directly related to the IDANET team working closely with the Idaho Transportation Department (ITD) in its issuance of two bids to essentially barter rights-of-way on I-84 and I-90 in exchange for telecommunications services. Some of the bids offered could conceivably fit very well with IDANET; and there were opportunities to leverage work done by ITD, said Roche. There was no contract signed at that time in result of ITD's bids.

The second area of IDANET activity involved the establishment of an oversight committee for its implementation, management, and operation. Hence, approximately two months ago, Chairman Pam Ahrens sent letters to fourteen state agencies with significant investment in telecommunications. The fourteen-member Oversight Committee had met three times, including a teleconference call. As a result, two working groups were established in the areas of technical advisory and network operations. Mr. Roche advised the IDANET group looked forward to continuing progress.

Purchasing Contracts

Mark Little offered an update on statewide contracts. Please refer to the following document for details: Statewide Contracts & Services.

Access Idaho

Scott Somerhalder, Access Idaho, addressed the Council with highlights of Access Idaho's General Manager's Report. Please refer to the following for details: Access Idaho Steering Committee – Access Idaho's General Manager's Report.

Mr. Somerhalder mentioned an issue being discussed between Access Idaho and the Department of Administration: the creation of a **technology awards contest**. The program would begin by accepting nominations from Boise and Meridian school districts' junior and senior high schools, for which many have implemented technology programs (nomination acceptance would later be expanded to other Idaho school districts). Access Idaho wished to involve an elected official and agency directors in the judging process.

ITRMC Staff

Agency IT Plans and Project Profiles

Rich Elwood advised the ITRMC Staff had received, reviewed and responded to submissions of seven agency IT Plans. Additionally, the Staff had responded to 12-15 major IT projects submitted to ITRMC for review, some by the Division of Financial Management. A format of response had been developed – an educational tool with reference to ITRMC policies and standards.

Business Recovery Plan

In response to an inquiry by the State Tax Commission, the ITRMC Staff arranged a meeting of state agency IT managers and other interested parties to discuss the development of a **reciprocal agreement** for facilities in case a disaster occurred. Seventeen agencies were represented at the meeting. The general feeling was that, to some degree, it was possible to develop reciprocal agreements for a business recovery site. There were some agencies, such as the Idaho State Police, that had physical facilities that could be used in an emergency. Also discussed – from both limited and broad standpoints – was the potential of building or acquiring a shared recovery site for state agencies. Based on discussions and interest, the ITRMC Staff proposed research on this issue be handled as part of the IT Security Plan process.

Elwood advised he and Don Fournier joined the Bureau of Disaster Services' **Statewide Emergency Videoconferencing Task Force**, for which John Cline is Administrator. Meeting discussions include disaster training and coordination of resources.

ROI Guideline

One focus of the 'Boot Camp' was a session on return on investment (ROI). The Staff had done research into this area, including articles by Gartner Group and IBM, and Iowa's extensive ROI program (agencies are required to submit an ROI evaluation for every IT project before funding can be allocated). The Staff's objective was to provide information to agencies, perhaps in the form of a guideline adopted by the Council. This information could assist agencies in the justification of major IT projects.

ITRMC Staff Letter Distribution

To improve communications with IT managers across the state, the Staff would distribute to them the monthly ITRMC Staff Letter. This offers a way for IT managers to provide input and feedback on ITRMC projects.

IT Recruitment

The Staff was asked to perform research on recruiting done for state IT positions, as there are a number of states struggling to find qualified IT professionals. The Division of Human resources provided the following information on Idaho's current IT recruitment situation: there were 30 unfilled IT positions in the state system; on file, 266 applicants were registered for IT positions; and there was active recruiting to fill 2 IT positions. Mr. Elwood surmised there was not a crisis in the State of Idaho in this area; the state was in a much better position than a number of its sister states.

Idaho Geospatial Users Meeting

Nathan Bentley mentioned the annual Idaho Geospatial Users Meeting (formally IGIAC, Idaho Geographic Information Advisory Committee) was scheduled for December 13th and 14th at the MK Plaza, Boise. National I-Team Initiative (Geospatial Information Initiative) Coordinator Ron Matzner would be the keynote speaker on Thursday, December 13th. ITRMC members were encouraged to attend the meeting at that time.

2001 ITRMC Meeting Schedule (Proposed)

- Wednesday, February 20, 1:30 p.m., East Conference Room, JRW Building
- Wednesday, April 17, 8:30 a.m., East Conference Room, JRW Building
- Wednesday, June 19, 8:30 a.m., East Conference Room, JRW Building
- Wednesday, August 14, 8:30 a.m., East Conference Room, JRW Building
- Tuesday, October 1, 8:00 a.m., Boise Centre on the Grove, Boise, Idaho
2002 Digital Government Boot Camp
- Wednesday, December 11, 8:30 a.m., East Conference Room, JRW Building

NEW BUSINESS / ADJOURNMENT

Chairman Ahrens noted Wendy Jaquet, House Minority Leader, would be appointing an Idaho House Representative to fill the open spot on the Council.

As there was no other new business to come before the Council, Chairman Pam Ahrens thanked those in attendance and adjourned the meeting at 10:50 a.m. The next ITRMC meeting was scheduled for Wednesday, February 20, 2002 from 1:30 - 3:30 p.m. in the East Conference Room, Joe R. Williams Building.

Respectfully submitted,

Emily Gales
ITRMC Assistant